

APPEAL PROCESS
Medi-Cal QI Recoupment Report
County of San Diego Children's Mental Health Services

The Quality Improvement Unit's 2-level process for a provider who wishes to appeal a Medi-Cal recoupment decision is as follows:

1. QI Specialist will mail the provider a formal written report outlining the results of their medical record review within 14 days of review completion.
2. Provider has 14 days from date of the cover letter attached to the written report to request a first level appeal.
3. First level appeal must be in writing, specify which recoupment(s) is being appealed, reason why, and include any supporting documentation from the medical record. Appeal should be marked "confidential" and mailed to Tabatha Lang, QI Supervisor.
4. First level appeal decision will be made within 7 working days from receipt of appeal letter. Provider will be informed of this decision in writing.
5. Should provider disagree with first level decision, provider has 7 working days from receipt of written decision to request a second level appeal. Second level appeal must be in writing, specify which recoupment(s) is being appealed from first level decision, and reason why. Appeal should be marked "confidential" and mailed to Laretta Monise, QI Chief.
6. Second level appeal decision will be made within 7 working days from receipt of appeal letter. Provider will be informed of this decision in writing.

Mailing address for Children's Quality Improvement:
County of San Diego
Children's Mental Health Services
P.O. Box 85524 Mailstop: P-531Q
San Diego, CA 92186-5524

Any questions regarding this procedure may be directed to Tabatha Lang at (619) 584-5021.